

FOR IMMEDIATE RELEASE
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Lee County Public Safety recognizes National Public Safety Telecommunicator Week

Fort Myers, FL, April 13, 2015 — Lee County Public Safety this week recognizes National Public Safety Telecommunicator Week to raise awareness of 911 and the critical role the “first” first responders play in the safety of residents and visitors.

Congress and the National Emergency Number Association (NENA) also have recognized April as National 911 Education Month.

The Lee County Public Safety Emergency Dispatch Center, also known as Lee Control, dispatches for the 19 independent fire districts and Lee County Emergency Medical Services (EMS). Lee Control has the distinction of being an Internationally Accredited Center of Excellence in both Emergency Medical Dispatch and Emergency Fire Dispatch.

As an Accredited Center of Excellence, Lee Control recognizes employees with awards for exceptional performance. An “Impact Award” will be given to the employee or employees who make a significant contribution to operations with an innovative project or idea that has proved extremely beneficial in daily operations. The “Dispatcher of the Year Award” and proficiency awards will also be presented this week.

Award winners:

Dispatcher of the Year (tie)

- **Lourdes Rego** is recognized for her dedication, inspiration, spirit, passion, commitment, empathy, hard work and professionalism. Rego possesses strong, steady and consistent call-taking skills. She has the ability to calm even the most anxious of callers.
- **Jeanne Shadaram** is recognized for her dedication, inspiration, spirit, passion, commitment, empathy, hard work and professionalism. Jeanne has devoted time to training and mentoring other dispatchers. She has a “can-do” attitude that’s a driving force behind many of her outstanding projects.

EMD Proficiency Award & EFD Proficiency Award Nancy Pogue

Note: Proficiency awards are determined by the Certified Telecommunicator with the most months of the year with total 100 percent proficiency (total compliance with protocols), as determined by an independent quality assurance reviewer. This key performance indicator of each employee is part of what drives the distinction of an “ACE” accredited 911 Center.

Impact Awards

Senior Operator Eric Schrader

This award is for hard work and dedication for creating maps and searchable documents, which have made dispatchers’ jobs easier and assists with getting help to citizens faster.

Lt. Casey Allo IT Specialist JC Meyer II

This award is for tremendous efforts and dedication in designing, and maintaining the new Reference Book, a searchable, central location for all of Lee Control’s resource material. It, too, has made dispatchers’ jobs easier and assists with every aspect of the job.

Additional information

Later this month, Lee Public Safety officials will make a presentation at the International Academies of Emergency Dispatch conference in Las Vegas spotlighting the effort to use Geographic Information System (GIS) maps to make it easier and safer for first responders to reach people in need on Lee County golf courses.

The Lee County GIS Department spent more than 800 hours producing maps of Lee's public and private golf courses. The maps have each tee, fairway and green labeled so Lee County Public Safety responders will know precise locations of emergencies. Additionally, each location has a corresponding access point for the EMS units.

For more information, go to www.leegov.com or directly to this link:
<http://www.leegov.com/NewsReleases/Documents/Golf%20course%20GIS%20maps%20to%20improve%20access%20for%20Lee's%20first%20responders.pdf>

-30-

Note to media: Interviews available upon request.